

“Working With You Is Killing Me” Training For Managers And Employees

The Kossuth County ECI and Iowa Lakes Community College will host Kathy Peterson at The K.C. Hall in Algona on the above topic. A difficult person can really test your limits. However, in order for you to be successful, you need to learn how to more effectively communicate with those “problem” people around you. This program will explore the tools and techniques anyone can use to have difficult discussions effectively and to enhance his/her relationships with even the most problematic people.

Upon completion, participants should be able to:

- Keep expectations of others in check and make sure they have been communicated.
- Ensure you are having the right conversation, keeping the result you desire in mind.
- Set the tone for a conversation, keeping in mind intent is just as important as content.
- Have difficult conversations around facts and expectations, not emotions and conclusions.
- Question and answer session.

Meeting Details

When: April 7, 2016

9:00 am — 11:00 am

Where: K.C. Hall (Knights of Columbus), 1501 East Walnut Street, Algona, Iowa 50511

Cost: to be determined per attendee which includes light refreshment

Registration is requested by Friday, April 1, 2016. Call IowaWORKS at 712-262-1971 x 126 or robert.becker@iwd.iowa.gov



Recertification Credit Hours Awarded: 0.0

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